

Guidelines for Appliance Recycling Program

PROGRAM DESCRIPTION:

East Kentucky Power Cooperative's ("EKPC") Appliance Recycling Program ("ARP") is designed to promote the retirement and recycling of inefficient appliances from residential homes by offering a turn-in incentive for working equipment. Qualifying residential end-use cooperative members ("end-use members") are eligible to have their old, inefficient refrigerator or freezer removed at no cost and will be rewarded with a \$50 incentive per qualifying appliance from their Owner-member cooperative ("owner-member"), which will be reimbursed by EKPC. In addition, the owner-member will receive \$90 per qualifying appliance recycled to cover lost revenues. Refrigerators and freezers removed from homes in this program will be properly recycled in an environmentally responsible manner.

AVAILABILITY:

This program is available in all service territories of the owner-members of EKPC.

ELIGIBILITY:

The ARP is available to residential end-use members of the 16 owner-members served by EKPC and must meet the following guidelines:

- Must be a residential end-use member of an EKPC owner-member cooperative.
- End-use member must own the appliance(s) being turned in for recycling.
- Qualifying refrigerators and freezers must be full-size (Must be between 7.75 and 30 cubic feet capacity).
- Qualifying refrigerators and freezers must be plugged in, operational, working and cooling when collection team arrives.
- Appliance must be empty and have a clear path for removal.
- Appliance must be picked up from the service address on the end-use member's billing account.
- At the request of the end-use member, the pick-up driver may recycle non-qualifying units while recycling a qualifying unit. The driver may choose to recycle any additional non-qualifying units at no cost to the end-use member; however, there will be no end-use member rebate for the pick-up of any non-qualifying unit. No pick-up will be scheduled solely for non-qualifying units. Non-qualifying units are appliances having refrigerants that are either non-working refrigerators or freezers or non-qualifying appliances (i.e. window air conditioners, etc).
- End-use members may recycle up to 2 qualifying units per metered account per calendar year.

LANDLORD/TENANT RELATIONSHIPS:

Notwithstanding the forgoing, a landlord who owns a qualifying appliance that is used by a tenant who is an end-use member of an EKPC owner-member shall also be eligible to participate in the ARP program regardless of whether said landlord is also an end-use member of an EKPC owner-member. A landlord may be eligible for a maximum of 2 incentives per metered tenant end-user's account per calendar year.

PARTICIPATION PROCESS:

End-use members seeking to have a qualifying appliance picked up and recycled may enroll in the program through the following process.

1. End-use member calls a toll-free number or schedules online via a portal on the owner-member's website. The portal will be developed and managed by the contractor.
2. End-use member provides their account information to contractor's Customer Service Representative ("CSR") or via website. Contractor will verify eligibility.
3. If and when eligibility is confirmed by the contractor, the contractor schedules a pick up date/time and assigns a work order # to that job:
 - Contractor will provide a convenient selection of appointment times for appliance pick-up: Tuesday thru Saturday from 8:00 a.m. to 6:00 p.m. (Early morning and evening hours can be arranged when lighting permits, particularly between the summer and fall equinox).
 - Day prior to pick-up, contractor CSR calls the end-use member to remind them of the scheduled pick-up and that the unit must be working and cool.
 - Day of pick-up, driver calls end-use member approximately 30 minutes prior to arrival.
 - Person at end-use member address must be 18 or older.
 - Contractor ensures appliance is eligible – working and cool, 7.75- 30 CF.
 - End-use member signs pickup acknowledgment and driver permanently disables appliance.
 - Order is closed and appliance is taken and checked into local recycling center for processing.
 - Within four (4) weeks, contractor issues the rebate check printed with the appropriate owner-member's logo.
 - Monthly, EKPC receives invoices, incentive summaries and supporting documentation via a file provided by the contractor to be loaded in to EKPC's DSM tracking system – Energy Efficiency Collaborative Platform (EECP).

PAYMENTS:

EKPC will pay the owner-member the sum of \$140 for each qualifying appliance, to be split as follows: \$50.00 as reimbursement of the incentive (rebate) per qualifying appliance and \$90.00 as a transfer payment to the owner-member to cover lost revenue.

ADDITIONAL INFORMATION:

- Marketing campaigns will be developed by EKPC and administered by the owner-members.
- Advertising material will be developed by EKPC and coordinated by EKPC with each owner- member.

If an end-use member walks into an owner-member office to sign up for the program, the owner-member's CSR can direct them to the owner-member's portal to place an application or provide the end-use member with the program's 1-800 number. Owner-member personnel should have minimal work regarding this program. All work should be handled by the contractor. Reports will be available to the owner-member at the end of each month to let them know how many rebates were processed and which accounts received rebates.

TERM:

The ARP program is an ongoing program.